# Managing Services in the R&D Environment

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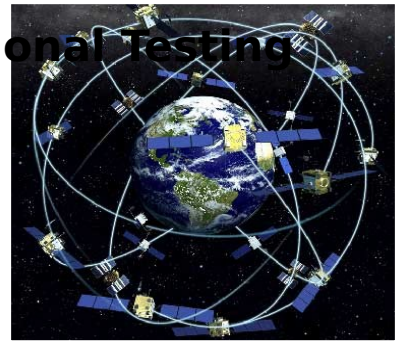
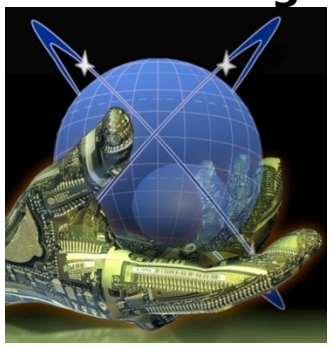
# Overview

- Organizational Background
- The Problem
- A Solution
- Contractor’s View
- So What
- Summary
- Questions

# Mission

- **Through Innovation / Integration / Demonstration**
  - **Leverage existing investments bringing capabilities to the fight / operations**
  - **Expose new mature technologies to support the fight**
  - **Leverage non-material solutions bringing new or more effective capabilities to the fight**
    - **Tactics, Techniques and Procedures Development**
    - **Advanced Training and Education**
    - **Live Virtual Constructive Training**
  - **Operational Testing**





# Organization

SIDC Det 1

595th Space Group

Plans, Programs & Requirements

Innovation Directorate

AF TENCAP

3 SES

14 TS (Reserve)

17 TS

25 SRS

595 OSF

Advanced Space Ops School

DMOC-S

# Organization Roles

**INNOVATION** → **INTEGRATION**

AF CENTRIC ← → AFSPC CENTRIC

| AF TENCAP | INNOVATION DIRECTORATE | 595TH SPACE GROUP / SIDC DET | | |
|---|---|---|---|---|
| | | TESTING | TACTICS | TRAINING |
| RAPID PROTOTYPING<br>MATERIAL SOLUTIONS<br>SATISFY URGENT WARFIGHTER NEEDS<br>CAPABILITY EXPLOITATION<br>SHORTEN / ENABLE KILL CHAIN | RAPID DEVELOPMENT<br>IN-HOUSE R&D<br>MEET AFSPC / COCOM NEEDS<br>REDUCE POR ACQUISITION RISK<br>ENABLE JOINT SPACE OPS | DT / OT INTEGRATION<br>FORCE DEVELOPMENT EVALUATIONS<br>SECURITY VULNERABILITY ASSESMENTS | COUNTER-SPACE TTP DEVELOPMENT<br>AFTTP 3-1 VOL 2 CH 14 SPACE | ADVANCED SPACE MISSION AREA TRAINING<br>COMMAND EXERCISE PLANNING & EXECUTION<br>MOD & SIM DEVELOPMENT<br>ISTE |

TACTICS DEVELOPMENT & EVALUATION

ASSESS EXPERIMENTS & PROTOTYPES

LESSONS LEARNED INTEGRATION

OPERATE Space Test and Training Range

BUDGET PROGRAM MANAGEMENT | MANPOWER | MISSION INFO-SYSTEM SUPPORT | TRAINING | FACILITIES | PERSONNEL | SUPPLY

PLANS, PROGRAMS AND REQUIREMENTS DIRECTORATE

# Problem

- **Measuring performance in an R&D environment presents three problems:**

- **Timeliness of the Feedback**
  - **Certificates of Service**
  - **Award Fee/CPAR**

- **Stakeholder Involvement**
  - **Three groups**
    - **Direct Involvement (COR's, PM, CONS, CAMS)**
    - **Management (Gov & KTR)**
    - **Senior Leaders**

- **Performance Metrics**
  - **Quantifying outcomes in advance**

# *Problem (Cont)*

- **Technical Services & Space Operations Support**
  - **Contractor feedback from COR's was minimal**
  - **Feedback was given in form letter stating that contractual services had been met**
    - **A Certificate of Service**
    - **Little to no feedback on issues or quality**
  - **COR's were not focusing on Quality, SDS areas, or items of interest on the tasks**
  - **Surprises at Award Fee/CPAR**

# Solution

- **Develop a system that is:**

- **Timely/Easy**
  - **COR's need a place to keep their observations**
  - **Question Based**
  - **A place to communicate upward and laterally**

- **Involve the Stakeholders**
  - **Email Notification / Demand Response**

- **Meaningful**
  - **Answer questions that are tailored to the efforts**

- **Builds Trust**

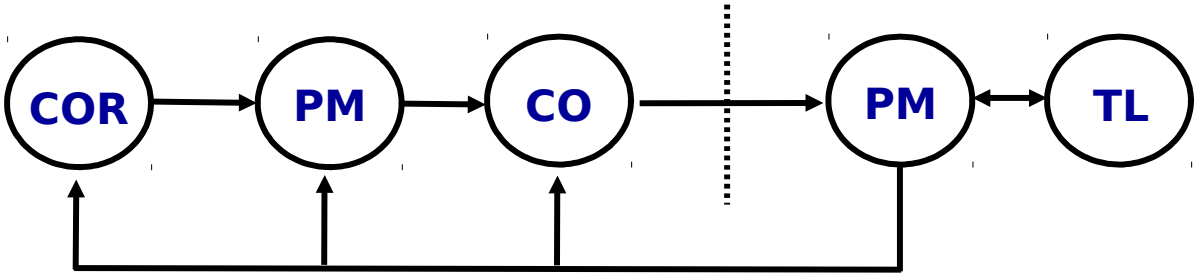
# Solution (Cont)

- Quality Assurance Monthly Report (QAMR)
- QAMR is automated Web Based questionnaire system
  - Questionnaire is tailored to each specific task annually
  - Point and click input for ease of filling out
  - Rating scale from “Poor” to “Outstanding”
    - Good ratings require no comments
    - Fair, Marginal and Poor - require comments
    - Excellent and Outstanding - require comments
  - All Stakeholders included in the “System” – email automation
  - Includes a trending report

- Security on System uses Network Authentication
  - Each COR can only see their task/questionnaire
  - PM, CO and Contractor PM can see all tasks

# Mechanics

- **Input by each COR by the 5th of the month**




- **Previous QAMR's discussed at monthly meeting**
  - **Lessons learned**
  - **Further clarification if needed**

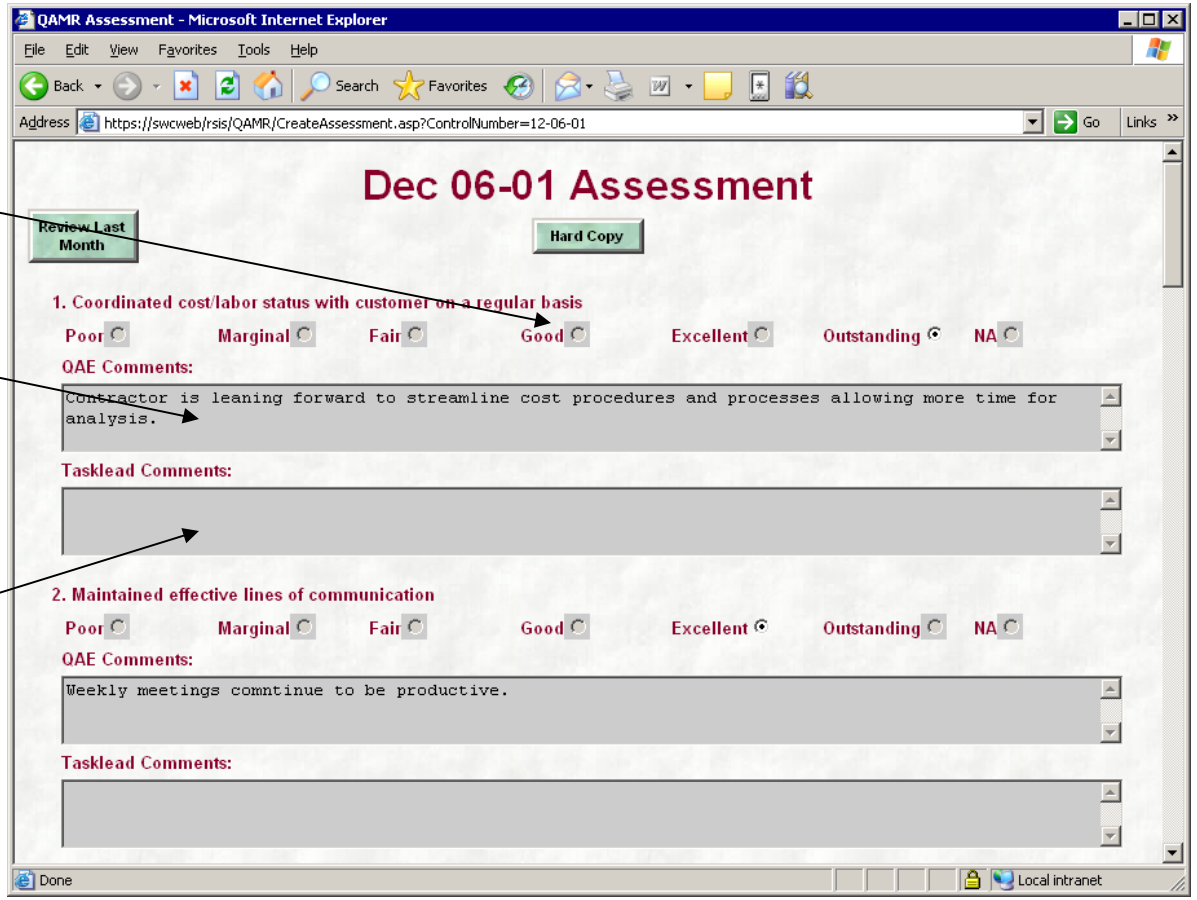
**Focused Communication is the KEY to Success!**

# Mechanics (Cont)

**Radio Button Ratings**

**COR, PM, CO Comments**

**Contractor Task Lead/PM Comments**


QAMR Assessment - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://swcweb/rsis/QAMR/CreateAssessment.asp?ControlNumber=12-06-01
Go Links
Dec 06-01 Assessment
Review Last Month
Hard Copy
1. Coordinated cost/labor status with customer on a regular basis
Poor Marginal Fair Good Excellent Outstanding NA
QAE Comments:
Contractor is leaning forward to streamline cost procedures and processes allowing more time for analysis.
Tasklead Comments:
2. Maintained effective lines of communication
Poor Marginal Fair Good Excellent Outstanding NA
QAE Comments:
Weekly meetings comntinue to be productive.
Tasklead Comments:
Done
Local intranet

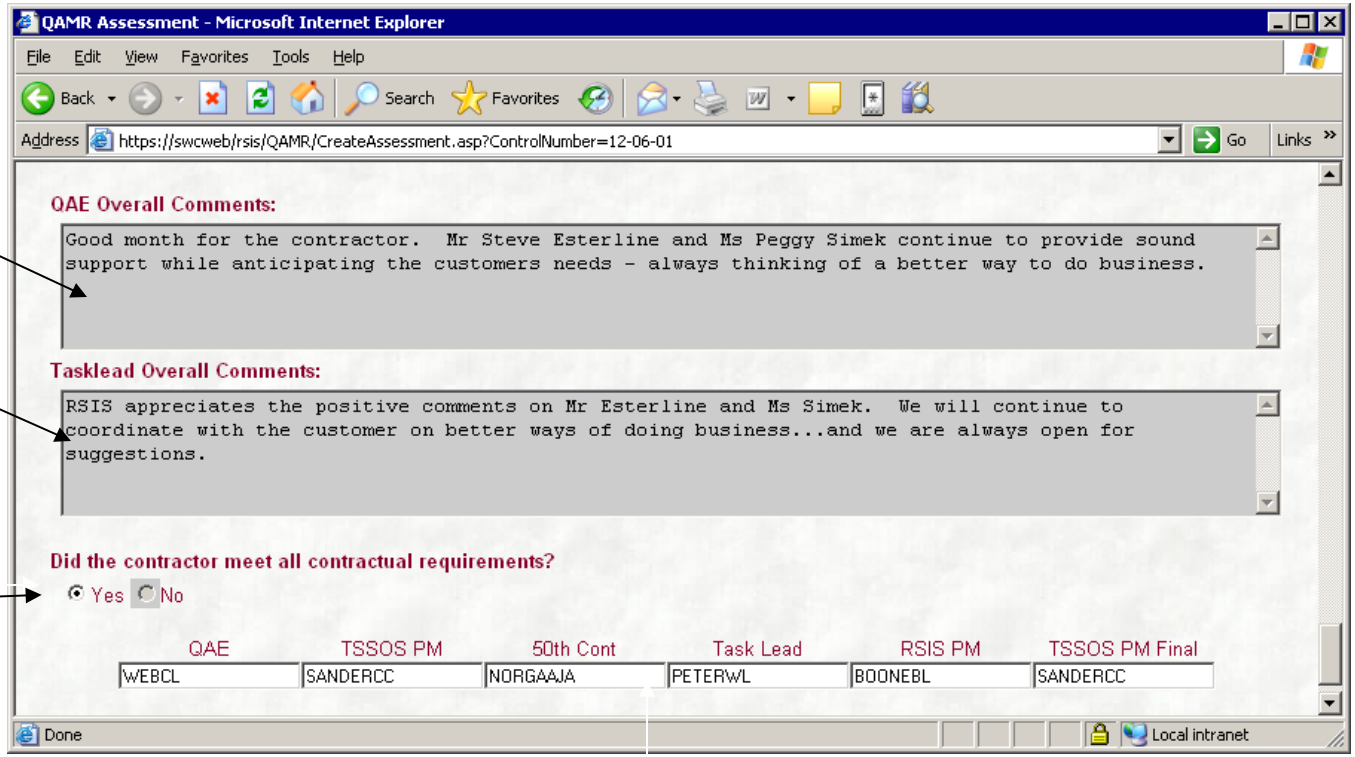
*** Comments are mandatory for any ratings less than Good**

# Mechanics (Cont)

**Overall COR Comments**

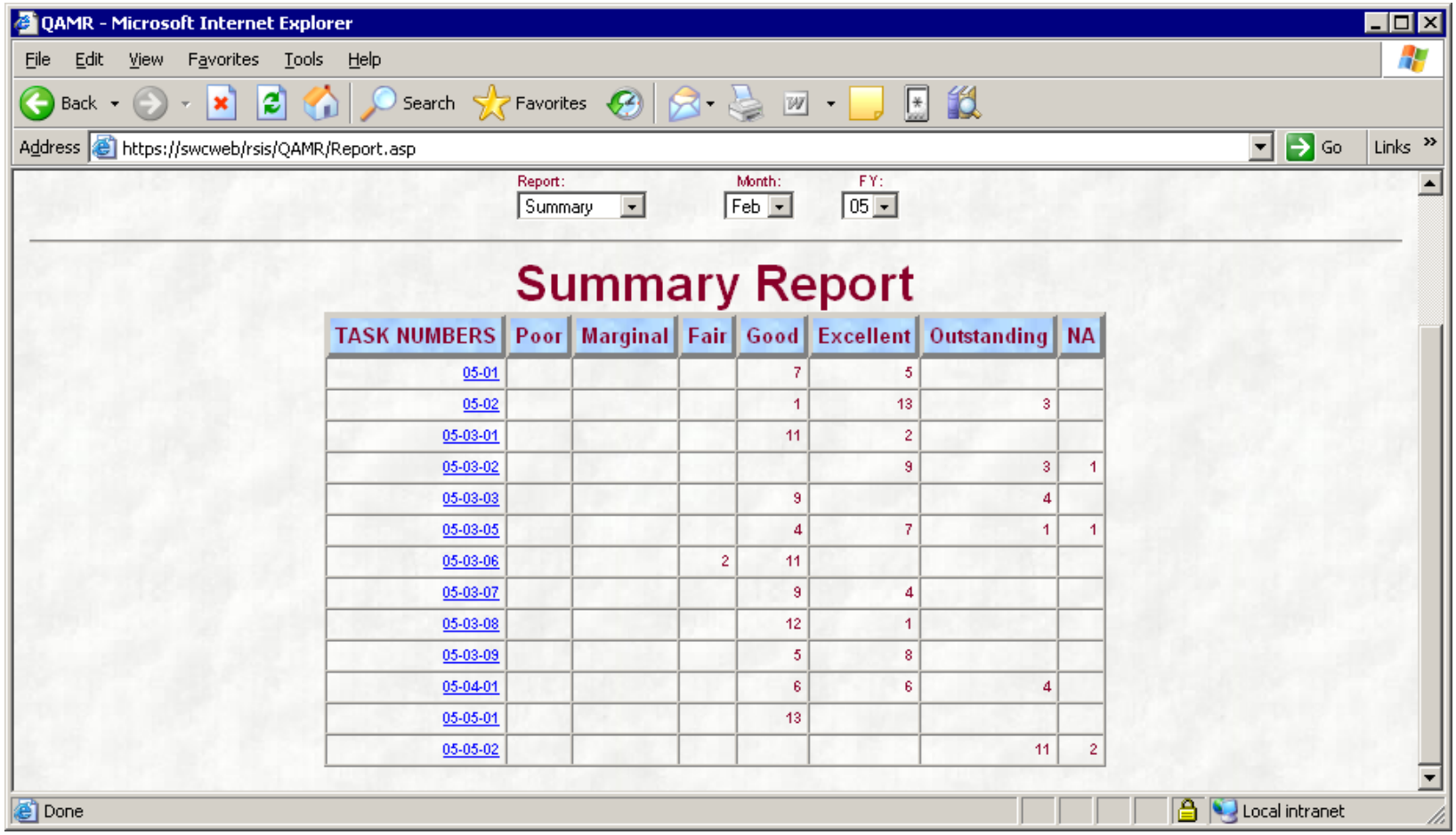
**Contr's Response**

**Certificate of Service Statement**


QAMR Assessment - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://swcweb/rsis/QAMR/CreateAssessment.asp?ControlNumber=12-06-01
Go Links
QAE Overall Comments:
Good month for the contractor. Mr Steve Esterline and Ms Peggy Simek continue to provide sound support while anticipating the customers needs - always thinking of a better way to do business.
Tasklead Overall Comments:
RSIS appreciates the positive comments on Mr Esterline and Ms Simek. We will continue to coordinate with the customer on better ways of doing business...and we are always open for suggestions.
Did the contractor meet all contractual requirements?
Yes No
QAE TSSOS PM 50th Cont Task Lead RSIS PM TSSOS PM Final
WEBCL SANDERCC NORGAAJA PETERWL BOONEBL SANDERCC
Done
Local intranet

**Routing and Electronic Signature verifying that all parties have seen and reviewed The QAMR. All QAMR's are archived by month for audit purposes.**

# Mechanics (Cont)


QAMR - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://swcweb/rsis/QAMR/Report.asp
Go Links
Report: Summary
Month: Feb
FY: 05
Summary Report
TASK NUMBERS | Poor | Marginal | Fair | Good | Excellent | Outstanding | NA
05-01 | | | | 7 | 5 | | |
05-02 | | | | 1 | 13 | 3 | |
05-03-01 | | | | 11 | 2 | | |
05-03-02 | | | | | 9 | 3 | 1
05-03-03 | | | | 9 | | 4 | |
05-03-05 | | | | 4 | 7 | 1 | 1
05-03-06 | | | 2 | 11 | | | |
05-03-07 | | | | 9 | 4 | | |
05-03-08 | | | | 12 | 1 | | |
05-03-09 | | | | 5 | 8 | | |
05-04-01 | | | | 6 | 6 | 4 | |
05-05-01 | | | | 13 | | | |
05-05-02 | | | | | | 11 | 2
Done
Local intranet

# Contractor Feedback

- Early trust
- Not used for Award Fee/CPAR
- Immediate feedback for course correction
- QAMR is a Communication/Expectation tool only
  - Vastly improved communications
  - Fostered trust
  - Clarified expectations for support

**Communication fosters trust and helps clarify Expectations!**

# *So What*

- **Monthly feedback to Contractor is 100% across tasks**
- **Key for Contractor's ISO9000 certification**
- **Quality across the contract improved**
  - **Fair decreased**
  - **Good moved to Excellent**
  - **Excellent moved to Outstanding**
- **Released Contracting Quality Personnel**
- **Training tool – identified weak COR's**

# Summary

- **COR's agree -system is easy to provide feedback**
- **Focuses COR's on important areas of the task**
- **No surprises at Award Fee/CPAR**
- **Part of Contractors ISO Processes**
- **Quality and Expectation Management**
- **COR Training / Monitoring Tool**
- **Communicates**
- **Builds Trust**

# *Questions?*